

# Member Advisory Board Meeting Minutes



February 16, 2023  
6:00pm-7:00pm  
Location: Virtual

## 1. Member Discussions/Feedback

### Community Health Educator-Paige Beleski

- Opened the meeting with a welcome and greetings to those in attendance.
- 1 ACNH member in attendance. 8 members were 13 ACNH staff members in attendance.
- PB displayed photos of ACNH billboard campaign that was displayed throughout Manchester.  
-Member feedback: Did not see any of the billboards. Member liked how clean and simple billboard was. Thought slogan on billboard "with us, it's about you" and picture of mother and child is relatable.
- PB shared with member that redetermination paperwork is being mailed out to members from DHHS in the form of a yellow letter, as a reminder to complete the process to maintain Medicaid eligibility.  
-Member feedback: Would prefer reminders are sent via post card as it would be more eye catching.
- PB shared flyer for 6-week Chronic Pain and Chronic Health conditions, free workshop that will be held in Wellness Center.  
-Member feedback: She personally has these conditions and would be interested in attending workshop. Requested the flyer be emailed to her. Currently is participating in the ACNH Living Beyond Pain program.

## 2. Feedback Contd.

### ACNH Member

- Member was asked by Marketing staff RC if she has completed her HRA. Shared that she will receive \$30 incentive on her CARE card if she completes.  
-Member feedback: Reports that she has never completed an HRA. Member does have her CARE card as well as her children's cards but doesn't know what they are for. ACNH staff explained that members earn money on their CARE cards by completing healthy activities that have been determined by the health plan. Member requested an email with a list of incentive opportunities. PB will email member the list as well as the link to complete the HRA.
- Member offered health plan utilization/benefit offerings feedback.  
-Member proposed that the health plan cover acupuncture and massage therapy as a form of pain management. She was only able to access these pain management services while enrolled in the Living Beyond Pain program. She was able to access 12 of the above stated services, but then after the 12 sessions, she cannot access these services with her ACNH Medicaid coverage. This information was passed along to ACNH quality department.